



## Hendry County Sheriff's Office Central Records Chapter 100 Records



**Eff. Date:**  
06/10/2019

**Review Date:**  
06/10/2022

**Revised Date:**

**Policy # CR 103.07**

**Subject: 911 Emergency Calls**

I. **PURPOSE:** To establish guidelines governing requests for the inspection, copying and release of records which may be considered confidential.

II. **SCOPE:** This order shall apply to all records section members.

III. **POLICY:** It is the policy of the Hendry County Sheriff's Office that all public records in the custody of the agency shall be open for inspection by any person. This policy is limited only to the extent that records or parts of records in the custody of the agency are made confidential and/or exempt from disclosure pursuant to Chapter 119, Florida Statutes (Public Records Act) or other provisions of law.

IV. **PROCEDURE:** Section 365.171(12) F.S. provides, with limited exception, that any record, recording or information, or portions thereof, obtained by a public agency for the purpose of providing services in an emergency which reveals the name, address or telephone number or personal information about, or information which may identify any person requesting emergency service or reporting an emergency by accessing an emergency communications 911 system, is confidential and exempt from FSS 119.07(1).

The name, address and telephone number of a 911 caller shall be redacted from an incident case prior to its release to the public. This same information shall also be redacted from the agency's daily log that is made available for public viewing, if applicable.

**Your electronic signature in Power DMS acknowledges you have read this policy and understand it.**